



Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by trained experts, workshops on how to improve, and events that showcase best management practices.

Baldrige in West Virginia

- **8 West Virginia applicants for the Baldrige Award (2005–2018)**
- **1 West Virginia applicant in 2015 represents 6,779 jobs, 6 work locations, more than \$750 million in revenues/budgets, and more than 323,000 customers served.**
- **2 Baldrige examiners from West Virginia volunteered about \$45,000 in services in 2018.**

West Virginia National Role Model

Charleston Area Medical Center Health System, health care, 2015

Success Story



The Charleston Area Medical Center Health System (CAMCHS) operates four hospitals within the Charleston Area Medical Center (CAMC). The system also includes the CAMC Foundation; the CAMC Health and Education Research Institute; document, cancer, weight loss, and physical therapy centers; and the physician clinics of Integrated Health Care Providers, Inc. CAMCHS operates with a revenue of \$956 million and a workforce of just under 7,000 employees (including nearly 800 physicians) and more than 300 volunteers.

Highlights

- Top 5% among local and regional competitors for overall quality in inpatient performance in both 2014 and 2015
- Top 10% for patient safety in 2013 and 2014, according to the Agency for Healthcare Research and Quality's patient safety indicator composite
- Outperformed the top 25% of hospitals nationally in avoiding unnecessary readmissions
- Top 10% nationally for overall outpatient satisfaction in all areas
- Top 10% nationally on the Healthcare Performance Solutions patient focus index
- 5.2% average operating margin since 2011, despite an above-average need for uncompensated care in its service area

The Partnership for Excellence

The Alliance for Performance Excellence (www.BaldrigeAlliance.org) is a nonprofit national network of Baldrige-based organizations with a mission to grow performance excellence in support of a thriving Baldrige community. Alliance members include Baldrige-based programs that use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or a specific industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

The Partnership for Excellence (TPE; www.thepartnershipforexcellence.org) is Ohio, Indiana, and West Virginia's Baldrige-based state awards program. A volunteer-driven, 501(c)(3) member organization, its mission is to cultivate organizational performance excellence and continuous improvement in Ohio, Indiana, and West Virginia. Its primary product is a Baldrige-based organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement.

2014–2018 West Virginia Award for Excellence Recipients

Charleston Area Medical Center Health System, Inc. (Governor's Award for Excellence)
WVU Medicine Camden Clark Medical Center (Gold)
Monongalia Health System (Pioneer)

AHCA/NCAL National Quality Award Recipients in West Virginia

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long-term and post-acute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Ansted Center, Genesis HealthCare (Bronze, 2016)	McDowell Nursing & Rehabilitation Center (Bronze, 2015)
Braxton Health Care Center (Silver, 2018)	Meadow Garden (Silver, 2018)
Bridgeport Health Care Center (Silver, 2018)	Mercer Nursing & Rehabilitation Center (Bronze, 2015)
Brightwood Center, Genesis HealthCare (Bronze, 2015)	Peterson Rehabilitation Hospital & Geriatric Center (Bronze, 2014)
The Brier (Bronze, 2018)	Ravenswood Village (Bronze, 2015)
Cabell Health Care Center (Bronze, 2015)	Springfield Center (Bronze, 2015)
Cameron Nursing and Rehabilitation Center (Bronze, 2014)	Stone Pear Pavilion (Bronze, 2017)
CareHaven of Pleasants (Bronze, 2014)	Summers Nursing & Rehabilitation Center (Silver, 2014; 2013, Bronze)
Cedar Ridge Center (Bronze, 2017)	The Summit at Hidden Valley (Bronze, 2015)
Clarksburg Nursing and Rehabilitation Center (2013, Silver)	Teays Valley Center (Silver, 2017; Bronze, 2015)
Clay Health Care Center (Silver, 2015)	Valley Haven (Bronze, 2017)
Dawnview Center, Genesis Healthcare (Bronze, 2016)	Wayne Nursing & Rehabilitation Center (Silver, 2015)
E. A. Hawse Nursing & Rehabilitation Center (Silver, 2015)	Webster Nursing & Rehab. Center (Bronze, 2018)
Fayette Nursing & Rehabilitation (Bronze, 2015)	Willows Center, Genesis Healthcare (Silver, 2015)
Hampshire Center (Bronze, 2017)	Wyoming Nursing & Rehabilitation Center (Silver, 2016; Bronze, 2014)
Hilltop Center, Genesis HealthCare (Bronze, 2015)	
Hillcrest Health Care Center (Bronze, 2018)	
Lincoln Nursing & Rehabilitation Center (Bronze, 2015)	
Madison Rehabilitation & Nursing Center (Bronze, 2017)	